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April 25, 2013

To: Marlene H. Dortch
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and
Jackie Ellington
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW/Room TW-A325
Washington, DC 20554

From: Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701

Subject: **CG Docket No. 03-123**

**TELECOMMUNICATIONS RELAY SERVICE (TRS) STATE
CERTIFICATION APPLICATION—ADDITIONAL INFORMATION
REQUEST**

The Georgia Public Service Commission (Georgia PSC, Commission or PSC) submits, on behalf of the state, the attached additional information requested by Ms. Jackie Ellington of the FCC.

Questions concerning this application should be directed to:

Michael Russell
TRS Coordinator, Utilities Division
Georgia Public Service Commission
244 Washington Street, S.W.
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Date

Chuck Eaton

Chuck Eaton
Chairman
Georgia Public Service Commission

The Georgia PSC has addressed the following questions in support of its Application for Renewal of Current Certification for the State of Georgia.

§64.604(a)(3)(iii) states that relay service providers can decline to complete a call because credit authorization is denied. Please supplement your application to address §64.604(a)(3)(iii).

If a long distance provider declines to complete a call because credit authorization is denied, Georgia Relay relays the message verbatim to the relay user and asks if he/she wish to make another call.

§64.604(c)(3) states that carriers must assure that callers in their service areas are aware of the availability and use of all forms of TRS through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories. Although the Georgia PSC addressed portions of this requirement in its application, it did not address the portion of the requirement that is applicable to "... directory assistance services, and incorporation of TTY numbers in telephone directories." Please supplement your application to address this portion of the requirement.

Georgia Relay provides carriers in Georgia, with information on the availability and use of all forms of TRS. This is accomplished through publications for their directories, periodic billing inserts, placement of TRS instructions in telephone directories and through directory assistance services.

Georgia Relay provides sample directory pages to all telephone companies throughout Georgia for use in their telephone directories on an annual basis. Georgia Relay encourages the telephone companies to include this information in their directories.

§64.606(d) provides that state funding mechanisms, if labeled, must be labeled in a way to "promote national understanding of TRS" and that does not "offend the public." Georgia PSC's application does not address this requirement. Please supplement your application to address §64.606(d).

Method of Funding

The Commission, in accordance with the provisions of Senate Bill 591 and O.C.G.A. 46-5-30, is directed to establish, implement, administer and promote a state-wide single provider Telephone Relay System operating seven days per week, 24 hours per day and contract for the administration and operation of such relay service. The PSC has labeled this funding mechanism as Georgia Telecommunications (TRS) fund, so as to promote a national understanding of TRS in a way that does not offend the public. Here is an example of how the PSC publically discusses the Method of Funding

http://www.psc.state.ga.us/telecom/TRS_Surcharge_Change_2010.pdf

The provider of this relay service shall provide the following basic services for local and intrastate toll calls:

A. Accept a call from a Telecommunications Device for the Deaf (TDD) or computer equipped caller, place a call to a hearing and voice-capable individual and translate the electronic messages to voice messages and the voice messages to electronic messages in order to complete the communications link; and

B. Accept a call from a hearing and voice-capable caller, place a call to a TDD or computer-equipped individual and translate the voice message to electronic messages and electronic messages to voice messages in order to complete the communications link.

C. Impose a monthly maintenance surcharge (except for telephone membership corporations) of \$0.00 on all residential and business local exchange access facilities. "Exchange access facility" means the access from a particular telephone subscriber's premise to the telephone system of a local exchange company and includes local exchange company provided access lines, private branch exchange trunks and centrex network access registers, all as defined by tariffs of telephone companies as approved by the Commission.

D. Collect the Telephone Relay System surcharges (except for telephone membership corporations) on a monthly basis and hold these surcharges in a special fund within that carrier which shall be solely for the provisions of the Telephone Relay System and not includable in gross receipts subject to franchise tax allowed pursuant to the O.C.G.A. 36-34-2 or subject to the sales and use taxes levied under O.C.G.A. Chapter 8 of Title 48. Transfer monthly on the last business day of each month all of such collected surcharges monies to the Fund Administrator retained by the service provider. Any interest earned by the local exchange companies on the special fund surcharge monies due to billing cycles, due date, and other factors shall be remitted to the Fund Administrator retained by the service provider. Local exchange companies may deduct and retain two (2) percent of the total surcharge collected each month for billing, collection, inquiry and administration costs associated with the surcharge.

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B. Accept a call from a hearing and voice-capable caller, place a call to a TDD or computer-equipped individual and translate the voice message to electronic messages and electronic messages to voice messages in order to complete the communications link.

C. Impose a monthly maintenance surcharge (except for telephone membership corporations) of \$0.00) on all residential and business local exchange access facilities. "Exchange access facility" means the access from a particular telephone subscriber's premise to the telephone system of a local exchange company and includes local exchange company provided access lines, private branch exchange trunks and centrex network access registers, all as defined by tariffs of telephone companies as approved by the Commission.

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